



June 30, 2014

Connect America Fund, WC Docket No. 10-90

REDACTED – FOR PUBLIC INSPECTION

Standish Telephone Company

FCC Form 481 - Carrier Annual Reporting Data Collection Form		FCC Form 481 OMB Control No. 3060-0586/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	100025
<015>	Study Area Name	STANDISH TEL. CO.
<020>	Program Year	2015
<030>	Contact Name: Person USAC should contact with questions about this data	Barbara Galardo
<035>	Contact Telephone Number: Number of the person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	bgalardo@fairpoint.com

ANNUAL REPORTING FOR ALL CARRIERS		54.313 Completion Required	54.422 Completion Required
		(check box when complete)	
<100>	Service Quality Improvement Reporting (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<200>	Outage Reporting (voice) (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210>	Outage Reporting (broadband) (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<300>	Unfulfilled Service Requests (voice) (attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<310>	Detail on Attempts (voice) (attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<320>	Unfulfilled Service Requests (broadband) (attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<330>	Detail on Attempts (broadband) (attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<400>	Number of Complaints per 1,000 customers (voice)		
<410>	Fixed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<420>	Mobile	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<430>	Number of Complaints per 1,000 customers (broadband)		
<440>	Fixed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<450>	Mobile	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<500>	Service Quality Standards & Consumer Protection Rules Compliance (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510>	100025ne510.pdf (attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600>	Functionality in Emergency Situations (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610>	100025ne610.pdf (attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700>	Company Price Offerings (voice) (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<710>	Company Price Offerings (broadband) (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<800>	Operating Companies and Affiliates (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900>	Tribal Land Offerings (Y/N)? (if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1000>	Voice Services Rate Comparability (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1010>	1010 Voice Service Rate Comparability.pdf (attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1100>	Terrestrial Backhaul (Y/N)? (if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1110>	Terms and Condition for Lifeline Customers (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1200>	Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<2000>	Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<2005>	Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<3000>	Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<3005>	Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

(100) Service Quality Improvement Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	100225
<015> Study Area Name	STANBISH TEL. CO.
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Oslerdo
<035> Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	hgalardo@telepoint.com

<110> Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
If your answer to Line <110> is yes, do you have an existing § 54.202(a) "5 year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

112 Service Quality Improvement Reporting.pdf

Name of Attached Document

Please check these boxes below to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How (USF) was used to improve service quality
- <116> How (USF) was used to improve service coverage
- <117> How (USF) was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

(710) Broadband Price Offerings
Data Collection Form

FCC Form 481
OMB Control No. 3090-0382 (OIAA Control No. 3050-0819)
July 2013

<010>	Study Area Code	100028
<015>	Study Area Name	STANDISH TEL. CO.
<020>	Program Year	2019
<030>	Contact Name - Person USAC should contact regarding this data	Yvetha Balanda
<035>	Contact Telephone Number - Number of person identified in data line <030>	2073354124 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	hyland2024@epoint.com

[illegible]

(900) Tribal Lands Reporting Data Collection Form		FCC Form 481 OMB Control No. 3060-0086/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	100015
<015> Study Area Name	STANDISH TEL. CO.
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2073354125 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select (Yes, No, NA)
<div style="background-color: black; width: 100%; height: 10px;"></div>

(1100) No Terrestrial Backhaul Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0919 July 2013
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<010> Study Area Code	100025
<015> Study Area Name	STANFORD TEL. CO.
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Rachana Gajardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2075314126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgajardo@fairpoint.com

Please check this box to confirm no terrestrial backhaul
options exist within the supported area pursuant to § 54.313(G) ☐

Please check this box to confirm the reporting carrier offers
broadband service of at least 1 Mbps downstream and 256 kbps
upstream within the supported area pursuant to § 54.313(G) ☐

(1200) Terms and Condition for Lifeline Customers		FCC Form 481
Lifeline Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3050-0819
		July 2013

<010>	Study Area Code	100025
<015>	Study Area Name	STANDLER TEL. CO.
<020>	Program Year	2013
<030>	Contact Name - Person USAC should contact regarding this data	Bazbara, Gajardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2073354124 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgajardo@fairpoint.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP <http://www.tcciffa.net/fairpoint/tier.asp?cid=1444>

*Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

(2000) Price Cap Carrier Additional Documentation Delta Collection Form Including Note-of-Intent Carriers affiliated with Price Cap Local Exchange Carriers	FCC Form 481 OMB Control No. 3060-0984/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	100025
<015> Study Area Name	STANDISH TWP., CO.
<020> Program Year	2013
<030> Contact Name - Person USAC should contact regarding this data	Mishara Salgado
<035> Contact Telephone Number - Number of person identified in data line <030>	2073314135 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	msalgado@fairpoint.com

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, Frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting		
<2010>	2nd Year Certification (47 CFR § 54.313(b)(1))	<input type="checkbox"/>
<2011>	3rd Year Certification (47 CFR § 54.313(b)(2))	<input type="checkbox"/>
Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))		
<2012>	2013 Frozen Support Certification	<input type="checkbox"/>
<2013>	2014 Frozen Support Certification	<input type="checkbox"/>
<2014>	2015 Frozen Support Certification	<input type="checkbox"/>
<2015>	2016 and future Frozen Support Certification	<input type="checkbox"/>
Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))		
<2016>	Certification Support Used to Build Broadband	<input type="checkbox"/>
Connect America Phase II Reporting (47 CFR § 54.313(e))		
<2017>	3rd year Broadband Service Certification	<input type="checkbox"/>
<2018>	5th year Broadband Service Certification	<input type="checkbox"/>
<2019>	Interim Progress Certification	<input type="checkbox"/>
<2020>	Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(2)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	<input type="checkbox"/>
<2021>	Interim Progress Community Anchor Institutions	<div style="border: 1px solid black; width: 200px; height: 40px; margin: 0 auto;"></div>

Name of Attached Document Listing Required Information

(3000) Data of Bureau Center Additional Documentation		PCC Form 431
Data Collection Form		OMB Control No. 3000-0044/OMB Control No. 3000-0018
		July 2013
(3010) Study Area Code	100024	
(3011) Study Area Name	SIASSETT, VT., CO.	
(3012) Program Year	2015	
(3013) Contact Name - Person UNAC should contact regarding this data	Rachael Salgado	
(3014) Contact Telephone Number - Number of person identified in data line (3013)	202334126 ext.	
(3015) Contact E-mail Address - E-mail Address of person identified in data line (3013)	rachael@salgado.com	
<p>CHOOSE the boxes below to note compliance on the five year service quality plan (pursuant to 47 CFR § 54.307(c)) and, for privately held carriers, existing compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.</p>		
(3016) Progress Report on 5 Year Plan Information Certification (47 CFR § 54.313(f)(2))	<div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p style="text-align: center; font-size: small;">Name of Attached Document Lacking Required Information</p>	
(3017) Please check this box to confirm that the attached document(s), on line 3012, contains the required information pursuant to § 54.313(f)(2)(i), the carrier shall provide the number, name, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	<div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p style="text-align: center; font-size: small;">Name of Attached Document Lacking Required Information</p>	
(3018) Community Anchor Institutions (47 CFR § 54.313(f)(2)(i))	<div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p style="text-align: center; font-size: small;">Name of Attached Document Lacking Required Information</p>	
(3019) Is your company a privately held RUS carrier (47 CFR § 54.313(f)(2)(ii))	<div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p style="text-align: center; font-size: small;">(Yes/No)</p>	
(3020) If yes, does your company file a RUS annual report	<div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p style="text-align: center; font-size: small;">(Yes/No)</p>	
<p>Please check these boxes to confirm that the attached document(s), on line 3012, contains the required information pursuant to § 54.313(f)(2) compliance requires:</p>		
(3021) Electronic copy of that annual RUS report (Operating Report for Telecommunications Services)	<div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p style="text-align: center; font-size: small;">(Yes/No)</p>	
(3022) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p style="text-align: center; font-size: small;">(Yes/No)</p>	
(3023) If the response is yes on the 3021, attach your company's RUS annual report and all required documentation	<div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p style="text-align: center; font-size: small;">Name of Attached Document Lacking Required Information</p>	
(3024) If the response is no on the 3021, is your company audited?	<div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p style="text-align: center; font-size: small;">(Yes/No)</p>	
<p>If the response is yes on the 3024, please check the boxes below to confirm your submission, on line 3021, pursuant to § 54.313(f)(2)(ii) contains:</p>		
(3025) Attach a copy of their audited financial statement, or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications	<div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p style="text-align: center; font-size: small;">(Yes/No)</p>	
(3026) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p style="text-align: center; font-size: small;">(Yes/No)</p>	
(3027) Management letter issued by the independent certified public accountant that performed the company's financial work	<div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p style="text-align: center; font-size: small;">(Yes/No)</p>	
<p>If the response is no on the 3024, please check the boxes below to confirm your submission, on line 3021, pursuant to § 54.313(f)(2)(ii) contains:</p>		
(3028) Copy of their financial statement which has been subject to review by an independent certified public accountant, or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Services	<div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p style="text-align: center; font-size: small;">(Yes/No)</p>	
(3029) Underlying information subjected to a review by an independent certified public accountant	<div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p style="text-align: center; font-size: small;">(Yes/No)</p>	
(3030) Underlying information subjected to an officer certification	<div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p style="text-align: center; font-size: small;">(Yes/No)</p>	
(3031) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p style="text-align: center; font-size: small;">(Yes/No)</p>	
(3032) Attach the worksheet lacking required information	<div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p style="text-align: center; font-size: small;">Name of Attached Document Lacking Required Information</p>	

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	100025
<015> Study Area Name	STANDISH TEL. CO.
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo2fairpoint.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	STANDISH TEL. CO.
Signature of Authorized Officer:	CERTIFIED ONLINE Date 06/25/2014
Printed name of Authorized Officer:	Nike Skrivan
Title or position of Authorized Officer:	VP Regulatory
Telephone number of Authorized Officer:	2075355100 ext.
Study Area Code of Reporting Carrier:	100025 Filing Due Date for this form: 07/01/2014
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

FCC Form 481

Line 100- Service Quality Improvement Reporting
{47 CFR 54.313(a)(1)}

In the FCC's Public Notice DA 14-951, released May 1, 2014, the FCC waived the requirement for price cap ETCs to file a five-year plan.¹

¹ The Public Notice stated, in relevant part:

We now grant a waiver of this requirement for price cap ETCs for an additional year. Because the Bureau just finalized the Connect America Cost Model, and price cap carriers have not yet had the opportunity to make a state-level commitment for Connect America Phase II, we find that it is not in the public interest to require price cap ETCs to file new five-year plans in 2014 for the same reason as last year: they do not yet know which areas they will be serving in the future.


Maine Telephone Company/Standish Telephone Company
100025
Line 310

For the period January 1, 2013 through December 31, 2013, Maine Telephone Company/Standish Telephone Company (SAC #100025) had [REDACTED]

Standish/Maine Telephone Company
100025

Line 330

For the period January 1, 2013 through December 31, 2013, Maine Telephone Company (SAC #100025) had



Standish Telephone Company/Maine Telephone Company

Maine

100025

Line 510: Service Quality Reporting/Consumer Protection Rules Compliance

Standish Telephone Company/Maine Telephone Company, hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law. These provisions include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of The Maine Public Service Commission which discloses rates, terms and conditions of service to customers; (2) compliance with state consumer protection provisions relating to Customer Services as identified in the Code of State Regulations, compliance with provisions for Quality of Service as identified in the Code of State Regulations, compliance with Service Objectives as identified in the Code of State Regulations, compliance with customer Inquiry procedure as identified in the Code of State Regulations, compliance with Dispute standards as identified in the Code of State Regulations; (3) compliance with truth-in-billing requirements; and (4) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

In establishing this certification in its 2005 ETC Order,¹ the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers."² The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."³

Maine Telephone Company, Standish Telephone Company, China Telephone Company, Northland Telephone Company and Sidney Telephone company (collectively the TG companies) are not currently under any "formal" Service Quality Reporting. The companies do report Service quality metrics on a quarterly basis. This is based on a verbal agreement with the Maine Public Utilities commission (the PUC). The TG companies report quarterly on 5 metrics: The five metrics are – Network Trouble report rate, % troubles not cleared in 24 hours, % install appointments not met, Average delay days for missed appointments, and outages. There are no benchmarks and no consequences for not reaching certain numbers.

If a customer has a concern about their FairPoint Communications' service or billing, he/she can contact repair service, technical support or customer service with information found on their statement. Customers may also contact agencies, through information posted in the phone directory, website, and tariff pages. All consumer complaints whether from Attorney Generals' offices, Public Utility Commissions, Better Business Bureaus, Federal Communications Commission and all other agencies are sent to the FairPoint Communications' Maine office via U.S. Mail or by electronic mail at consumer@fairpoint.com. The complaints are directed to the appropriate responsible Company Team member within FairPoint Communications for resolution and response to the customer.

¹ *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("2005 ETC Order").

² *Id.* at para. 28.



FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barnes Boynton
Director, Operational Risk

Form 481 Line 610: Functionality in Emergency Situations

Business Continuity Plan Overview

Introduction

FairPoint Communications, Inc. ("FairPoint") is committed to maintaining a vigilant state of disaster preparedness for the interests of our customers, stockholders, employees and other critical stakeholders.

The purpose of our Business Continuity Plan (BCP) is to define the disaster preparedness and recovery protocols and procedures required to restore FairPoint's critical business support functions, inside and outside plant systems and operations within FairPoint's operating footprint.

BCP components detail FairPoint's procedures for preparing for and responding to an emergency situation affecting our ability to deliver core services to our customers and our ability to meet legal dictates, and regulatory requirements.

This document discusses the following:

- BCP Scope & Structure
- Recovery Strategies and Logistics
- Plan Maintenance and Exercising

BCP Scope

FairPoint's business continuity response planning is concentrated on two critical operational areas:

- Customer Interfacing – It is recognized that a "business impact" only occurs when an external-interfacing element is disrupted. In essence, this means that if FairPoint experiences a disruptive event, but one that does not breach the outer-shell of the FairPoint operation and interrupt critical customer services, customer product or other external end-user, then it does not have a business impact, as defined by the BCP
- Infrastructure Integrity – Without critical infrastructure systems, the ability for all other FairPoint business operations (back/front office) can come to a halt. It is these infrastructure systems that provide the critical human-factor of our customer-interfacing services. Critical infrastructure would address such services / systems as, building space for staff, service utilities, telecom network, IT network, etc.

The BCP has been developed to assure the continuity of critical customer interfacing services and systems should a physical incident or workforce disruption event occur, which affects:

- IT/IS
- Administrative and Support Operations
- Inside and Outside Plant Operations
- NOC (Network Operations Center)
- E-9-1-1
- Dispatch
- Repair Center

FairPoint has developed response / recovery strategies addressing physically disruptive incidents and workforce related disruptive incidents (i.e., work-stoppage and pandemic). All response strategies are based on recovery time objectives of those department functions and critical infrastructure systems essential to sustain customer interfacing services.



FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Bamey Boynton
Director, Operational Risk

BCP Structure

The BCP consists of several components:

- The BCP Manual (an overview of all BCP documents)
- IR Playbooks (addresses the response procedures for Physical and Workforce related events),
- Appendices (the IR Playbook procedures links to these Resources Files)
- Department Recovery Plans (Business and Plant Operations)
- Business Impact Assessments (Business and Plant Operations)

The Event Response diagram below identifies the overall BCP documentation and how a disruption or incident will dictate which path of the BCP will be followed to restore business operations.

Once the incident or disruption occurs, the impact first needs to be quickly assessed to determine whether it is a physically disruptive event (local or regional) ("Physically Disruptive Event") or a workforce disruptive event (work-stoppage or pandemic) ("Work-Force Related Disruptive Event"). The disruption is always focused on critical business operations and services that can impact customer interfacing / deliverables.



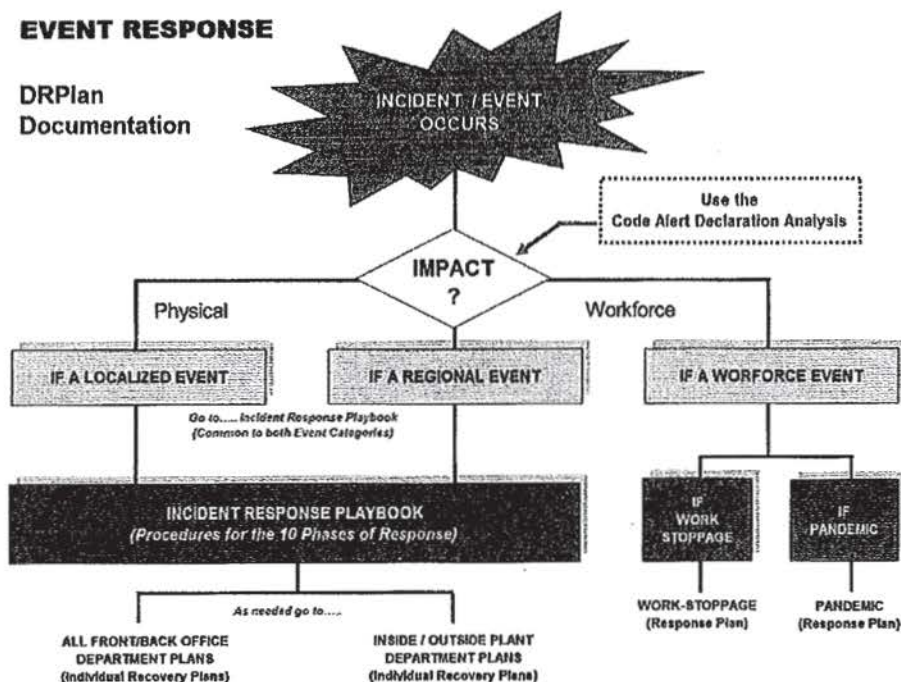
FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barney Boynton
Director, Operational Risk

EVENT RESPONSE

DRPlan
Documentation



Recovery Strategies and Logistics

Our BCP is based on the premise that FairPoint cannot stop disasters from occurring, but we can address the IMPACT of incidents should they occur. Where possible we will provide risk mitigation measures that will minimize the likelihood of having a serious disruptive incident but in no case can we eliminate all disruptive possibilities. The BCP is triggered by a Disruption Scenario, not a Threat Scenario. FairPoint pre-plans for potential break-points that can result in a customer interfacing disruption and incorporates recovery strategies that will inherently address any potential threat and any resulting business disruption impact. The actual threat (i.e. fire, flood, etc.) is pertinent only with respect to immediate response activities. All subsequent response efforts are focused on the assessment of damages (physical losses and recovery duration) and the implementation of restoration and recovery strategies. The restoration of the business servicing operations and infrastructure systems is based on salvage, replacement of systems and alternate functionality measures, which are pre-defined in the BCP.

Each department has developed a recovery plan based on its critical operations as they pertain to the deliverables they contribute to our customers. FairPoint has traged the recovery efforts based on the concept of customer servicing impact. Federal and State regulatory requirements have a high level of consideration in



FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barney Boynton
Director, Operational Risk

addition to the business impact concerns. The BCP goal is to minimize the disruption duration as much as is practical and provide a level of risk mitigation that will maintain critical operations.

The Ten Response Phases of Physical Event are:

- Incident Notification
- Visual Damage Assessment
- Incident Stabilization
- Command Center Initiation
- Initial Notifications to Business Departments – to activate plans
- Primary Site Damage Assessments
- Ready Alternate Restoration Sites
- Primary Site Salvage & Recovery
- Business Restoration Process
- Primary Site Re-established

Plan Maintenance and Exercising

The BCP is a living document. Updates to the plan are ongoing with changes incorporated annually at a minimum. Individual plan components are scenario tested with oversight from FairPoint's Corporate Risk Management Team.

<701>	Residential Local Service Charge Effective Date	1/1/2016
<702>	Single State-wide Residential Local Service Charge	

[illegible]

(600) Operating Companies Data Collection Form		FCC Form 491 OMB Control No. 3060-0086/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	100225
<015>	Study Area Name	STANDISH TEL. CO.
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.net
<810>	Reporting Carrier	Standish Tel. Co.
<811>	Holding Company	FairPoint Communications Inc.
<812>	Operating Company	Norco Telephone Company

<813>	<81>	<82>	<83>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	BE Mobile Communications, Incorporated		dba FairPoint Long Distance
	Bentleyville Communications Corporation	170145	dba FairPoint Communications
	Berkshire Cable Corp.		dba FairPoint Long Distance
	Berkshire Cellular, Inc.		
	Berkshire New York Access, Inc.		
	Berkshire Telephone Corporation	150073	dba FairPoint Communications
	Big Sandy Telecom, Inc.	462192	dba FairPoint Communications / Big Sandy Telecom, Inc.
	Bluestem Telephone Company	431825	dba FairPoint Communications
	C & E Communications, Ltd.		
	Chautauqua & Erie Communications, Inc.		dba FairPoint Long Distance
	Chautauqua and Erie Telephone Corporation	150078	dba FairPoint Communications
	China Telephone Company	160204	dba FairPoint Communications / China Telephone Company
	Chouteau Telephone Company	471581	dba FairPoint Communications
	Columbine Telecom Company (f/k/a Columbine Acquisition Corp.)	462204	dba FairPoint Communications / Columbine Telecom Company
	Columbus Grove Telephone Company	300001	dba FairPoint Communications
	COM Networks, Inc.		
	Comerco, Inc.		dba FairPoint Long Distance
	Community Service Telephone Co.	100015	dba FairPoint Communications / Community Service Telephone Co.
	C-R Communications, Inc.		
	C-R Long Distance, Inc.		dba FairPoint Long Distance / C-R Long Distance, Inc.
	C-R Telephone Company	341009	dba FairPoint Communications / C-R Telephone Company
	El Paso Long Distance Company		dba FairPoint Long Distance / El Paso Long Distance Company
	Ellensburg Telephone Company	522412	dba FairPoint Communications

(800) Operating Companies Data Collection Form		FCC Form 481 OMB Control No. 3060-0986 / OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	100025
<015> Study Area Name	STANDISH TEL. CO.
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2073354124 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com
<810> Reporting Carrier	Standish Tel. Co.
<811> Holding Company	FairPoint Communications Inc.
<812> Operating Company	Maine Telephone Company

<813>	<a1>	<a2>	<a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	Elitel Long Distance Corp.		dba FairPoint Long Distance
	Enhanced Communications of Northern New England Inc.		
	ExOp of Missouri, Inc.		dba FairPoint Communications
	FairPoint Broadband, Inc.		dba FairPoint Communications
	FairPoint Business Services LLC		
	FairPoint Carrier Services, Inc.		
	FairPoint Communications Missouri, Inc.	4216172	dba FairPoint Communications
	FairPoint Logistics, Inc. (f/k/a MJD Capital Corp.)		
	FairPoint Vermont, Inc.		dba FairPoint Communications
	Germantown Independent Telephone Company	306616	dba FairPoint Communications
	Germantown Long Distance Company		dba FairPoint Long Distance
	GTC Communications, Inc. (f/k/a TPG Communications, Inc.)		
	GTC, Inc.	210331	(Floral) dba FairPoint Communications
	GTC, Inc.	210332	(Perry) dba FairPoint Communications
	Maine Telephone Company	100225	dba FairPoint Communications ? Maine Telephone Company
	Marianna and Scenery Hill Telephone Company	170165	dba FairPoint Communications
	Marianna Tel. Inc.		dba FairPoint Long Distance
	MJD Services Corp.		
	MJD Ventures, Inc.		
	Northern New England Telephone Operations LLC - Maine	105111	dba FairPoint Communications
	Northern New England Telephone Operations LLC - Maine	125113	dba FairPoint Communications
	Northland Telephone Company of Maine, Inc.	103712	dba FairPoint Communications ? Northland Telephone Company of Maine, Inc. (Orizel)
	Odin Telephone Exchange, Inc.	261055	dba FairPoint Communications / Odin Telephone Exchange, Inc.

(800) Operating Companies Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code 160025
 <015> Study Area Name STANDISH TEL. CO.
 <020> Program Year 2015
 <030> Contact Name - Person USAC should contact regarding this data Barbara Galarzo
 <035> Contact Telephone Number - Number of person identified in data line <030> 2075354126 ext.
 <039> Contact Email Address - Email Address of person identified in data line <030> bgalarzo@fairpoint.com

<810> Reporting Carrier Standish Tel. Co.
 <811> Holding Company FairPoint Communications Inc.
 <812> Operating Company Maine Telephone Company

<813>	<a1>	<a2>	<a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	Orwell Communications, Inc.		dba FairPoint Long Distance
	Orwell Telephone Company	300449	dba FairPoint Communications
	Peoples Mutual Long Distance Company		dba FairPoint Long Distance
	Peoples Mutual Telephone Company	380246	dba FairPoint Communications
	Quality One Technologies, Inc.		dba FairPoint Long Distance
	Ravenswood Communications, Inc.		
	Sidney Telephone Company	103312	dba FairPoint Communications ? Sidney Telephone Company
	ST Enterprises, Ltd.		
	ST Long Distance, Inc.		FairPoint Long Distance (Kansas, Colorado, Oklahoma)
	ST Long Distance, Inc.		FairPoint Long Distance / ST Long Distance, Inc. (Illinois)
	ST Long Distance, Inc.		FairPoint Communications Long Distance (Missouri)
	St. Joe Communications, Inc.	210339	dba FairPoint Communications
	Standish Telephone Company	100025	dba FairPoint Communications ? Standish Telephone Company
	Sunflower Telephone Company, Inc.	461805	dba FairPoint Communications/Sunflower Telephone Company, Inc. (Colorado)
	Taconic Technology Corp.		
	Taconic TelCom Corp.		dba FairPoint Long Distance
	Taconic Telephone Corp.	150054	dba FairPoint Communications
	Telephone Operating Company of Vermont LLC	148115	dba FairPoint Communications
	The El Paso Telephone Company	241004	dba FairPoint Communications
	UI Long Distance, Inc.		dba FairPoint Long Distance
	Unite Communications Systems, Inc.		FairPoint Communications
	Utilities, Inc.		dba FairPoint Communications (Maine)
	Utilities, Inc.		dba FairPoint Utilities (New Hampshire)

<010> Study Area Code	100245
<015> Study Area Name	STANDIEP TEL. CO.
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galsard
<035> Contact Telephone Number - Number of person identified in data line <030>	2073351226 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalsard@tatpoint.com
<010> Reporting Carrier	Standie's Tel Co.
<011> Holding Company	FairPoint Communications Inc.
<012> Operating Company	Voice Telephone Company

[illegible]

FCC FORM 481

Line 1010 –Voice Service Rate Comparability

The pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as specified in the most recent public notice, FCC DA14-384 released on March 20, 2014.

For Rates See Attachment: (700) Company Price Offerings (voice)

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Standish Telephone Company provides a Lifeline Program discount for residence service for eligible low income customers. The Lifeline Program discount is applied to any month to month residence local service, package or bundle offering. The discount is intended to offset the Subscriber Line Charge and local line charge, although eligible packages and bundles may have toll calling included in the pricing for the offering.

The Catalog pages outlining the terms of the Lifeline Program in Standish Telephone Company are attached. The terms and conditions of residential basic local exchange service, package and bundle offerings can be found at <http://www.tariffs.net/fairpoint/lier.asp?cid=1644>.

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

CHINA TELEPHONE COMPANY
MAINE TELEPHONE COMPANY
NORTHLAND TELEPHONE COMPANY OF MAINE INC.
SIDNEY TELEPHONE COMPANY
STANDISH TELEPHONE COMPANY
D/B/A FAIRPOINT COMMUNICATIONS

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LOCAL EXCHANGE SERVICE

CHINA TELEPHONE COMPANY, MAINE TELEPHONE COMPANY, NORTHLAND
TELEPHONE COMPANY OF MAINE, SIDNEY TELEPHONE COMPANY, STANDISH
TELEPHONE COMPANY

GENERAL SYSTEMS AND SERVICES (Cont'd)

LIFELINE PROGRAM

- (1) The Company shall provide Lifeline service as defined in 47 C.F.R. § 54.401 (a) on a non-discriminatory basis to all qualifying low-income customers. The Company's Lifeline service offering shall comply with all applicable federal and state laws, including, but not limited to 47 C.F.R. Part 54, Subpart E; the FCC's Lifeline reform order (Report and Order released February 6, 2012, WC Docket No. 11-42, et.al) and any subsequent clarifying orders.

(N)

(N)

Effective Date: August 30, 2012

Michael T. Skirvan
Vice President - Regulatory

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

CHINA TELEPHONE COMPANY
 MAINE TELEPHONE COMPANY
 NORTHLAND TELEPHONE COMPANY OF MAINE, INC.
 SIDNEY TELEPHONE COMPANY
 STANDISH TELEPHONE COMPANY
 D/B/A FAIRPOINT COMMUNICATIONS

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GENERAL SERVICES

(N)

P. SCREENED ONE PARTY SERVICE (Cont'd)

4. TOLL RESTRICTION SERVICE (Cont'd)

b. Rates and Charges

1. The following rates and charges are in addition to all other applicable rates and charges.

	<u>Non Recurring Charge</u>	<u>Monthly Charge</u>
Per central office line equipped	*	\$5.00

*Appropriate Section Service Charges apply.

2. Regulations regarding connection of terminal equipment as shown in Section 7 apply.
3. If a Customer has a scheduled payment arrangement which is agreed to by both the Company and the Customer to collect a past due balance, the Company may at its discretion waive the service charges and monthly rates when the service is added as a means of controlling the Customers bill.
4. For any Customer that qualifies under the Lifeline Assistance Program the Company will waive the service charge and monthly rates for Toll Restriction Service.

c. Payment Arrangement Provisions

1. When a Customer's local serving office is suitably equipped to provide screened billing the company may waive a Customer's payment of the service charges and monthly rates when the feature is added as a means of controlling a Customer's bill. If a Customer fails to complete a payment arrangement that has been renegotiated at least once the company may require screened billing as a condition to negotiations for the third or subsequent arrangement. The screened billing will remain on the line until the arrangement is completed

(N)

Effective Date: August 30, 2012

Michael T. Skrivan
 Vice President - Regulatory



June 30, 2014

Connect America Fund, WC Docket No. 10-90

REDACTED – FOR PUBLIC INSPECTION

Sunflower Telephone Company /Bluestem Telephone Company

REDACTED FOR PUBLIC INSPECTION

(100) Service Quality Improvement Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	411915
<015> Study Area Name	BOSTON TELEPHONE COMPANY
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Eusebio Delgado
<035> Contact Telephone Number - Number of person identified in data line <030>	203334126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bysierd@fatepoint.com
<110> Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
<111> If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

112 Service Quality Improvement Reporting.pdf

Name of Attached Document

Please check these boxes below to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How (USF) was used to improve service quality
- <116> How (USF) was used to improve service coverage
- <117> How (USF) was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

(900) Tribal Lands Reporting Data Collection Form	FCC Form 481 OMB Control No.: 3060-0986/OMB Control No.: 3060-0819 July 2013
--	--

<010> Study Area Code	411825
<015> Study Area Name	WUTESTEN TELEPHONE COMPANY
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Bashara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	7073354126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select (Yes, No, NA)

(1100) No Terrestrial Backhaul Reporting Data Collection Form		FCG Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	411015
<015> Study Area Name	BLUESKY TELEPHONE COMPANY
<020> Program Year	2013
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	209354326 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@aispoint.com

<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G) ☐

<1130> Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G) ☐

(1200) Terms and Condition for Lifeline Customers		FCG Form 481
Lifeline		OMB Control No. 3060-0986/OMB Control No. 3060-0819
Data Collection Form		July 2013

<010> Study Area Code	411835
<015> Study Area Name	RUSSIA TELEPHONE COMPANY
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galarza
<035> Contact Telephone Number - Number of person identified in data line <030>	2073354126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalarza@fairpoint.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP://www.ruiffa.net/fairpoint/tier.asp?cid=1646

*Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

(2000) Price Cap Carrier Additional Documentation Data Collection Form <i>Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers</i>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	411835
<015> Study Area Name	SOUTHERN TELEPHONE COMPANY
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara DeJardis
<035> Contact Telephone Number - Number of person identified in data line <030>	2075154126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	barbarad@fairpoint.com

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b)(1), (c)(1), (d)(1), (e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting		
<2010>	2nd Year Certification (47 CFR § 54.313(b)(1))	<input type="checkbox"/>
<2011>	3rd Year Certification (47 CFR § 54.313(b)(2))	<input type="checkbox"/>
Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.313(a))		
<2012>	2013 Frozen Support Certification	<input type="checkbox"/>
<2013>	2014 Frozen Support Certification	<input type="checkbox"/>
<2014>	2015 Frozen Support Certification	<input type="checkbox"/>
<2015>	2016 and future Frozen Support Certification	<input type="checkbox"/>
Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))		
<2016>	Certification Support Used to Build Broadband	<input type="checkbox"/>
Connect America Phase II Reporting (47 CFR § 54.313(e))		
<2017>	3rd year Broadband Service Certification	<input type="checkbox"/>
<2018>	5th year Broadband Service Certification	<input type="checkbox"/>
<2019>	Interim Progress Certification	<input type="checkbox"/>
<2020>	Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (a)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	<input type="checkbox"/>
<2021>	Interim Progress Community Anchor Institutions	<div style="border: 1px solid black; width: 200px; height: 40px; margin: 0 auto;"></div>

Name of Attached Document Listing Required Information

(800) Rate Of Return Carrier Additional Documentation Data Collection Form		FCC Form 484 OMB Control No. 3060-0015/OMB Control No. 3060-0019 July 2013
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(400) Study Area Code	411832
(405) Study Area Name	BLUESTON TELEPHONE COMPANY
(410) Program Year	2015
(420) Contact Name - Please email should contact regarding this form	Itzhaka, Shlomo
(430) Contact Telephone Number - Number of person identified in data line (430)	7025338128 ext.
(440) Contact Email Address - Email Address of person identified in data line (440)	ts31andofairpost.com

CHECK the boxes below to attest compliance on its five year service quality plan (pursuant to 47 CFR § 54.300(b)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.315(g)(4). Further certify that the information reported on this form and in the documents attached below is accurate.

(301) Progress Report on 5 Year Plan
 Attestation Certification (47 CFR § 54.315(g)(4))

Name of Attached Document (Using Required Information)

(302) Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.315(g)(4). The carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

Name of Attached Document (Using Required Information)

(303) Community Anchor Institutions (47 CFR § 54.315(g)(4))

(304) Is your company a Privately Held ROR Carrier (47 CFR § 54.315(g)(4))

(305) If yes, does your company file the ROR annual report

(Yes/No) ☒ (Yes) ☐ (No)

Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.315(g)(4) compliance requires:

(306) Does the copy of their annual ROR reports (Operating Report for Telecommunications Businesses)

(307) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

Name of Attached Document (Using Required Information)

(308) If the response is yes on line 3014, attach your company's ROR annual report and all required documentation

(309) If the response is yes on line 3014, is your company audited?

(Yes/No) ☒ (Yes) ☐ (No)

If the response is yes on line 3014, please check the boxes below to confirm your submission, on line 3018 pursuant to § 54.315(g)(4), contains:

(310) Either a copy of their audited financial statement, or (2) a financial report in a format comparable to ROR Operating Report for Telecommunications

(311) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(312) Management letter issued by the independent certified public accountant that performed the company's financial audit

(313) If a response is no on line 3014, please check the boxes below to confirm your submission, on line 3018 pursuant to § 54.315(g)(4), contains:

(314) Copy of their financial statement which has been subject to review by an independent certified public accountant or (2) a financial report in a format comparable to ROR Operating Report for Telecommunications

(315) Underlying information subjected to a review by an independent certified public accountant

(316) Underlying information subjected to an officer certification

(317) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

Name of Attached Document (Using Required Information)

(318) Attach the worksheet (Using Required Information)

Name of Attached Document (Using Required Information)

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	411835
<015> Study Area Name	BLUESTEM TELEPHONE COMPANY
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo2fairpoint.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	BLUESTEM TELEPHONE COMPANY
Signature of Authorized Officer:	CERTIFIED ONLINE Date 06/25/2014
Printed name of Authorized Officer:	Mike Skrivan
Title or position of Authorized Officer:	VP Regulatory
Telephone number of Authorized Officer:	2075355100 ext.
Study Area Code of Reporting Carrier:	411835 Filing Due Date for this form: 07/01/2014
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010> Study Area Code	411835	
<015> Study Area Name	BLUESTEM TELEPHONE COMPANY	
<020> Program Year	2015	
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo	
<035> Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.	
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com	

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date:
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	
Name of Authorized Agent or Employee of Agent:	
Signature of Authorized Agent or Employee of Agent:	Date:
Printed name of Authorized Agent or Employee of Agent:	
Title or position of Authorized Agent or Employee of Agent:	
Telephone number of Authorized Agent or Employee of Agent:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

REDACTED FOR PUBLIC INSPECTION

FCC Form 481

Line 100 – Service Quality Improvement Reporting
[47 CFR 54.313(a)(1)]

In the FCC's Public Notice DA 14-951, released May 1, 2014, the FCC waived the requirement for price cap ETCs to file a five-year plan.¹

¹ The Public Notice stated, in relevant part:

We now grant a waiver of this requirement for price cap ETCs for an additional year. Because the Bureau just finalized the Connect America Cost Model, and price cap carriers have not yet had the opportunity to make a state-level commitment for Connect America Phase II, we find that it is not in the public interest to require price cap ETCs to file new five-year plans in 2014 for the same reason as last year: they do not yet know which areas they will be serving in the future.

Sunflower/Bluestem Telephone Company
 Kansas
 411835

Line 510: Service Quality Reporting/Consumer Protection Rules Compliance

Sunflower/Bluestem Telephone Co. hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law. These provisions include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of The Kansas Public Service Commission which discloses rates, terms and conditions of service to customers; (2) compliance with state consumer protection provisions relating to Customer Services as identified in the Code of State Regulations, compliance with provisions for Quality of Service as identified in the Code of State Regulations, compliance with Service Objectives as identified in the Code of State Regulations, compliance with customer Inquiry procedure as identified in the Code of State Regulations, compliance with Dispute standards as identified in the Code of State Regulations; (3) compliance with truth-in-billing requirements; and (4) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

In establishing this certification in its *2005 ETC Order*,¹ the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers." ² The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."³

Sunflower Bluestem Telephone Company is not subject to any Service Quality Reporting requirements with the Kansas Public Service Commission.

If a customer has a concern about their FairPoint Communications' service or billing, he/she can contact repair service, technical support or customer service with information found on their statement. Customers may also contact agencies, thru information posted in the phone directory, website, and tariff pages. All consumer complaints whether from Attorney Generals' offices, Public Utility Commissions, Better Business Bureaus, Federal Communications Commission and all other agencies are sent to the FairPoint Communications' Maine office via U.S. Mail or by electronic mail at consumer@fairpoint.com. The complaints are directed to the appropriate responsible Company Team member within FairPoint Communications for resolution and response to the customer.

¹ *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("2005 ETC Order").

² *Id.* at para. 28.



FairPoint Communications

1 Davis Farm Road
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Barney Boynton
Director, Operational Risk

Form 481 Line 610: Functionality in Emergency Situations

Business Continuity Plan Overview

Introduction

FairPoint Communications, Inc. ("FairPoint") is committed to maintaining a vigilant state of disaster preparedness for the interests of our customers, stockholders, employees and other critical stakeholders.

The purpose of our Business Continuity Plan (BCP) is to define the disaster preparedness and recovery protocols and procedures required to restore FairPoint's critical business support functions, inside and outside plant systems and operations within FairPoint's operating footprint.

BCP components detail FairPoint's procedures for preparing for and responding to an emergency situation affecting our ability to deliver core services to our customers and our ability to meet legal dictates, and regulatory requirements.

This document discusses the following:

- BCP Scope & Structure
- Recovery Strategies and Logistics
- Plan Maintenance and Exercising

BCP Scope

FairPoint's business continuity response planning is concentrated on two critical operational areas:

- Customer Interfacing – It is recognized that a "business impact" only occurs when an external-interfacing element is disrupted. In essence, this means that if FairPoint experiences a disruptive event, but one that does not breach the outer-shell of the FairPoint operation and interrupt critical customer services, customer product or other external end-user, then it does not have a business impact, as defined by the BCP
- Infrastructure Integrity – Without critical infrastructure systems, the ability for all other FairPoint business operations (back/front office) can come to a halt. It is these infrastructure systems that provide the critical human-factor of our customer-interfacing services. Critical infrastructure would address such services / systems as, building space for staff, service utilities, telecom network, IT network, etc.

The BCP has been developed to assure the continuity of critical customer interfacing services and systems should a physical incident or workforce disruption event occur, which affects:

- IT/IS
- Administrative and Support Operations
- Inside and Outside Plant Operations
- NOC (Network Operations Center)
- E-9-1-1
- Dispatch
- Repair Center

FairPoint has developed response / recovery strategies addressing physically disruptive incidents and workforce related disruptive incidents (i.e., work-stoppage and pandemic). All response strategies are based on recovery time objectives of those department functions and critical infrastructure systems essential to sustain customer interfacing services.



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BCP Structure

The BCP consists of several components:

- The BCP Manual (an overview of all BCP documents)
- IR Playbooks (addresses the response procedures for Physical and Workforce related events),
- Appendices (the IR Playbook procedures links to these Resources Files)
- Department Recovery Plans (Business and Plant Operations)
- Business Impact Assessments (Business and Plant Operations)

The Event Response diagram below identifies the overall BCP documentation and how a disruption or incident will dictate which path of the BCP will be followed to restore business operations.

Once the incident or disruption occurs, the impact first needs to be quickly assessed to determine whether it is a physically disruptive event (local or regional) ("Physically Disruptive Event") or a workforce disruptive event (work-stoppage or pandemic) ("Work-Force Related Disruptive Event"). The disruption is always focused on critical business operations and services that can impact customer interfacing / deliverables.



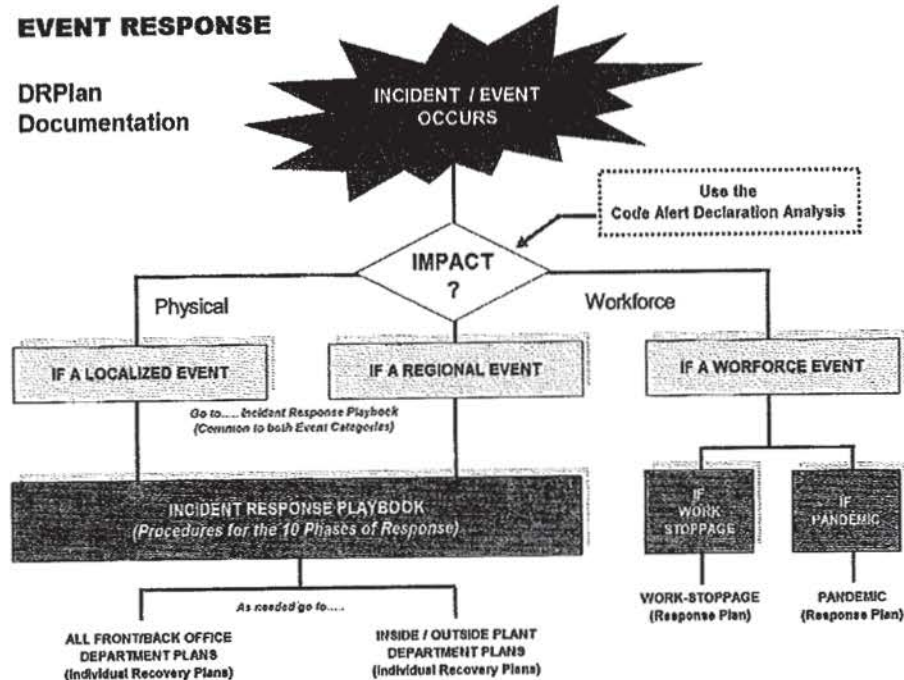
FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barney Boynton
Director, Operational Risk

EVENT RESPONSE

DRPlan
Documentation



Recovery Strategies and Logistics

Our BCP is based on the premise that FairPoint cannot stop disasters from occurring, but we can address the IMPACT of incidents should they occur. Where possible we will provide risk mitigation measures that will minimize the likelihood of having a serious disruptive incident but in no case can we eliminate all disruptive possibilities. The BCP is triggered by a Disruption Scenario, not a Threat Scenario. FairPoint pre-plans for potential break-points that can result in a customer interfacing disruption and incorporates recovery strategies that will inherently address any potential threat and any resulting business disruption impact. The actual threat (i.e. fire, flood, etc.) is pertinent only with respect to immediate response activities. All subsequent response efforts are focused on the assessment of damages (physical losses and recovery duration) and the implementation of restoration and recovery strategies. The restoration of the business servicing operations and infrastructure systems is based on salvage, replacement of systems and alternate functionality measures, which are pre-defined in the BCP.

Each department has developed a recovery plan based on its critical operations as they pertain to the deliverables they contribute to our customers. FairPoint has triaged the recovery efforts based on the concept of customer servicing impact. Federal and State regulatory requirements have a high level of consideration in



FairPoint Communications

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Director, Operational Risk

addition to the business impact concerns. The BCP goal is to minimize the disruption duration as much as is practical and provide a level of risk mitigation that will maintain critical operations.

The Ten Response Phases of Physical Event are:

- Incident Notification
- Visual Damage Assessment
- Incident Stabilization
- Command Center Initiation
- Initial Notifications to Business Departments – to activate plans
- Primary Site Damage Assessments
- Ready Alternate Restoration Sites
- Primary Site Salvage & Recovery
- Business Restoration Process
- Primary Site Re-established

Plan Maintenance and Exercising

The BCP is a living document. Updates to the plan are ongoing with changes incorporated annually at a minimum. Individual plan components are scenario tested with oversight from FairPoint's Corporate Risk Management Team.

(800) Operating Companies Data Collection Form	FCC Form 481 OMB Control No. 3060-0786/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	411835
<015> Study Area Name	RUGERTON TELEPHONE COMPANY
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2075356126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com
<810> Reporting Carrier	Norstar Telephone Company
<811> Holding Company	FairPoint Communications, Inc.
<812> Operating Company	Rugerton Telephone Company

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Affiliates	SAC	Doing Business As Company or Brand Designation
BB Mobile Communications, Incorporated		dba FairPoint Long Distance
Bentleyville Communications Corporation	170145	dba FairPoint Communications
Berkshire Cable Corp.		dba FairPoint Long Distance
Berkshire Cellular, Inc.		
Berkshire New York Access, Inc.		
Berkshire Telephone Corporation	156073	dba FairPoint Communications
Big Sandy Telecom, Inc.	462192	dba FairPoint Communications / Big Sandy Telecom, Inc.
Bluestem Telephone Company	411835	dba FairPoint Communications
C & E Communications, Ltd.		
Chautauqua & Erie Communications, Inc.		dba FairPoint Long Distance
Chautauqua and Erie Telephone Corporation	156078	dba FairPoint Communications
China Telephone Company	100204	dba FairPoint Communications ? China Telephone Company
Chouteau Telephone Company	431881	dba FairPoint Communications
Columbine Telecom Company (f/k/a Columbine Acquisition Corp.	462104	dba FairPoint Communications / Columbine Telecom Company
Columbus Grove Telephone Company	306604	dba FairPoint Communications
COM Networks, Inc.		
Comerco, Inc.		dba FairPoint Long Distance
Community Service Telephone Co.	100215	dba FairPoint Communications ? Community Service Telephone Co.
C-R Communications, Inc.		
C-R Long Distance, Inc.		dba FairPoint Long Distance / C-R Long Distance, Inc.
C-R Telephone Company	341009	dba FairPoint Communications / C-R Telephone Company
El Paso Long Distance Company		dba FairPoint Long Distance / El Paso Long Distance Company
Ellensburg Telephone Company	322412	dba FairPoint Communications

(800) Operating Companies Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	411815
<015> Study Area Name	BLOOMINGTON TELEPHONE COMPANY
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2076384324 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com
<810> Reporting Carrier	Bloomington Telephone Company
<811> Holding Company	FairPoint Communications, Inc.
<812> Operating Company	Bloomington Telephone Company

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	Affiliates	SAC	Doing Business As Company or Brand Designation
	Elitel Long Distance Corp.		dba FairPoint Long Distance
	Enhanced Communications of Northern New England Inc.		
	ExOp of Missouri, Inc.		dba FairPoint Communications
	FairPoint Broadband, Inc.		dba FairPoint Communications
	FairPoint Business Services LLC		
	FairPoint Carrier Services, Inc.		
	FairPoint Communications Missouri, Inc.	421472	dba FairPoint Communications
	FairPoint Logistics, Inc. (f/k/a MJD Capital Corp.)		
	FairPoint Vermont, Inc.		dba FairPoint Communications
	Germantown Independent Telephone Company	304618	dba FairPoint Communications
	Germantown Long Distance Company		dba FairPoint Long Distance
	GTC Communications, Inc. (f/k/a TPO Communications, Inc.)		
	GTC, Inc.	310291	(Floral) dba FairPoint Communications
	GTC, Inc.	210329	(Perry) dba FairPoint Communications
	Maine Telephone Company	100925	dba FairPoint Communications ? Maine Telephone Company
	Marianna and Scenery Hill Telephone Company	170185	dba FairPoint Communications
	Marianna Tel, Inc.		dba FairPoint Long Distance
	MJD Services Corp.		
	MJD Ventures, Inc.		
	Northern New England Telephone Operations LLC - Maine	105111	dba FairPoint Communications
	Northern New England Telephone Operations LLC - Maine	125113	dba FairPoint Communications
	Northland Telephone Company of Maine, Inc.	103333	dba FairPoint Communications ? Northland Telephone Company of Maine, Inc. (Maine)
	Odin Telephone Exchange, Inc.	341045	dba FairPoint Communications / Odin Telephone Exchange, Inc.

(800) Operating Companies Data Collection Form	FCC Form 481 OMB Control No. 3060-0966/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	411826
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<020> Program Year	2015
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<035> Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<810> Reporting Carrier	Wisconsin Telephone Company
<811> Holding Company	FairPoint Communications, Inc.
<812> Operating Company	Sunflower Telephone Company

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	Affiliates	SAC	Doing Business As Company or Brand Designation
	Orwell Communications, Inc.		dba FairPoint Long Distance
	Orwell Telephone Company	307649	dba FairPoint Communications
	Peoples Mutual Long Distance Company		dba FairPoint Long Distance
	Peoples Mutual Telephone Company	190244	dba FairPoint Communications
	Quality One Technologies, Inc.		dba FairPoint Long Distance
	Ravenswood Communications, Inc.		
	Sidney Telephone Company	103313	dba FairPoint Communications ? Sidney Telephone Company
	ST Enterprises, Ltd.		
	ST Long Distance, Inc.		FairPoint Long Distance (Kansas, Colorado, Oklahoma)
	ST Long Distance, Inc.		FairPoint Long Distance / ST Long Distance, Inc. (Illinois)
	ST Long Distance, Inc.		FairPoint Communications Long Distance (Missouri)
	St. Joe Communications, Inc.	210329	dba FairPoint Communications
	Standish Telephone Company	100025	dba FairPoint Communications ? Standish Telephone Company
	Sunflower Telephone Company, Inc.	401835	dba FairPoint Communications/Sunflower Telephone Company, Inc. (Colorado)
	Taconic Technology Corp.		
	Taconic TelCom Corp.		dba FairPoint Long Distance
	Taconic Telephone Corp.	190094	dba FairPoint Communications
	Telephone Operating Company of Vermont LLC	349335	dba FairPoint Communications
	The El Paso Telephone Company	341004	dba FairPoint Communications
	UI Long Distance, Inc.		dba FairPoint Long Distance
	Unite Communications Systems, Inc.		FairPoint Communications
	Utilities, Inc.		dba FairPoint Communications (Maine)
	Utilities, Inc.		dba FairPoint Utilities (New Hampshire)